



WARRANTY CLAIM FORM

PLEASE SUBMIT CLAIM INTO WARRANTY EXPRESS ELECTRONICALLY OR SUBMIT CLAIM FORM TO YOUR LOCAL DISTRIBUTOR.

Press Firmly, Bear Down

IMPORTANT!! INFORMATION REQUIRED IN SECTIONS 1 THROUGH 9 MUST BE FILLED OUT **COMPLETELY AND ACCURATELY.** INCOMPLETE CLAIMS CANNOT BE PROCESSED AND REIMBURSEMENTS WILL BE DELAYED.

A 12175301

Check One: Product Warranty Extended Warranty Part Warranty Special Labor Allowance

1	MONTH	DAY	YEAR
DATE INSTALLED			
DATE OF SERVICE			
2	MODEL NUMBER		
SERIAL NUMBER			
(OUTDOOR) MODEL NUMBER			
(OUTDOOR) SERIAL NUMBER			
5	DISTRIBUTOR/BRANCH NAME		
NUMBER			

3	SERVICE CONTRACTOR		
ADDRESS			
CITY		STATE	ZIP
GOODCARE/ASURE NUMBER			
4	CUSTOMER NAME		
ADDRESS			
CITY		STATE	ZIP
AREA CODE	PHONE NUMBER		
6	PROJECT CODE / SPECIAL AUTHORIZATION NO.	**COMPONENT CAUSE CODES	
		COMPONENT	CAUSE

7	PARTS AND MATERIALS			
FAILED PART NO.	REPLACEMENT PART NUMBER	DESCRIPTION	QTY.	CREDIT/REPLACE
COMPRESSOR / MOTOR	FAILED SERIAL	NEW SERIAL		

8 REASON FOR FAILURE	9 SERVICE PERFORMED

10	EXTENDED SERVICE CONTRACT NO.	EXPIRATION DATE	
11	PARTS SOURCE	12	SPECIAL LABOR ALLOWANCE
* PARTS PURCHASE INVOICE NO.		CREDIT/CHECK AMOUNT	
CREDIT MEMO		UNIT REPLACEMENT AMOUNT	
PRF/DEBIT NO.		MILEAGE/CARTAGE	

13	Factory Use Only

I HEREBY CERTIFY THE SERVICE SHOWN HAS BEEN PERFORMED AND PURCHASE DATE VERIFIED.		
14	SERVICE TECHNICIAN SIGNATURE X	DATE
15	DISTRIBUTOR/BRANCH SIGNATURE X	DATE

* SERVICERS MUST PROVIDE COPY OF PARTS INVOICE

** SEE REVERSE FOR COMPONENT/CAUSE CODES

COPY 1 / PART AND LABOR REIMBURSEMENT – SEND TO DISTRIBUTOR WHERE PARTS WERE PURCHASED



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** SEE REVERSE FOR COMPONENT/CAUSE CODES

COPY 2 / DEALER COPY



COMPONENT CAUSE CODES

Sealed System		Electrical Components		Component Code		Cause Code		Compressor/Motors		Non-Electrical	
CC	Condenser Coil	CN	Controls					CP	Compressor	FB	Fan/Blower
EC	Evaporator Coil	EL	Elements/Heaters					EM	Evaporator Motor	IN	Insulation
CD	Capillary/Distributor	SL	Switches/Limits					CM	Condenser Motor	MC	Miscellaneous
DR	Filter/Dryer	IG	Igniter					NM	Non-Metal Parts	SM	Sheet Metal Parts
VC	Valve, Check	TH	Thermostat							AJ	Adjust
VE	Valve, Expansion	MC	Misc. Electrical							CR	Corrosion/Rust
VR	Valve, Reversing	VG	Valve, Gas							LO	Loose/Torn
VS	Valve, Service	VL	Valves							NS	Noise
RT	Refrigerant Tubing	WH	Wire Harness							CS	Cracked
OR	Other Refrig. Components									LK	Leak
AJ	Adjust	AJ	Adjust							ST	Stuck/Sticking
BD	Bent/Dented	BS	Burnt/Shorted							VB	Vibration
CM	Condensation/Moisture	ET	Electrical Terminals								
CR	Corrosion	LK	Leak								
OC	Will not Open/Close	LL	Lock Out/Lock up								
OD	Odor	OC	Will not Open/Close								
LK	Leak or Broken	SF	Seal Failure								
RS	Restricted	ST	Stuck/Sticking								
RV	Rub/Vibration Damage										
ST	Stuck/Sticking										
SJ	Solder Join Leak/Crack										
SL	Slab Leak										
TL	Tubing Leak										

Component code
2 Character component code identifies the component failure that caused or originated the repair.

Cause Code
2 Character cause code identifies the failure mode of the component.

Procedures for Completing Warranty Claim Form

- 1 Sections 1 through 9 must be filled out completely and accurately to prevent claim rejection and processing delays.
- 2 **Warranty Type Check Boxes**
 - a. **Product Warranty**; this refers to any item (part or Labor) covered under the terms of the stated product warranty as stated in the warranty certificate shipped with the product. Labor only included on certain models.
 - b. **Extended Warranty**; if the product is covered by a Goodman extended service policy (Asure or Goodcare) check the box and enter the contract number and expiration date in section 10.
 - c. **Part Warranty**; replacement parts purchased by the customer for product no longer covered by the standard product warranty are covered by a 1 year replacement part warranty. Check this box if replacement part is within the 1 year part warranty. Must provide customer proof of purchase.
 - d. **Special Labor Allowance**; Check this box for any labor request that does not fall under the normal product warranty or extended service policy as described above. Includes DOA, concessions and special programs offered via Service Bulletins. Subject to policies outlined in Distributor Service Policy book.
- 3 **Section 2. Model & Serial Number**; additional space has been provided for a second Model & Serial number. If servicing an indoor coil or blower cabinet, please list the model & serial of the outdoor unit in the space provided. This is necessary as some coil warranties are dependent upon the outdoor unit match.
- 4 **Section 6. Project Code/Special Authorization**; if the repair is covered under a Project Code list the project number in the space provided. Special projects and project codes are provided via service bulletins. In some cases a special authorization may be provided by the factory authorizing repairs outside of standard warranty. If provided with a Special Authorization number it is important to list this authorization number in the space provided, the concession number provides warranty administration with the necessary information to properly process the claim.
- 5 **Section 6. Component/Cause Codes**; using the claim coding table on the back of this claim form select the Component & Cause Codes that best describes the root cause of this repair. Enter the two – two character codes in the fields provided.
- 6 **Section 7. Parts & Materials**; the refrigerant drier must be replaced and the part number listed on all sealed system claims where the system is opened to the atmosphere or refrigerant system parts are replaced. Failure to replace the filter drier will result in rejection of any applicable labor reimbursement.
- 7 **Section 10. Extended Service Contract No & Expiration Date**; if the product is covered by an Asure or Goodcare extended service policy, servicer must list the contract number and expiration date in the fields provided.
- 8 **Section 11. Parts Source, Parts Purchase Invoice Number, PRF/Debit Memo Number**; list the parts source and invoice number from which the parts were purchased. For customers who file part claims directly with the factory you are required to provide a copy of your parts invoice as proof of purchase (not required for distributors). Distributors, to help in keeping your claim batches together we recommend you list the PRF or Debit Memo number in the space provided.
- 9 **Section 12. Special Labor Allowance**; distributor, if you are requesting a labor allowance or DOA enter the amount requested (per published DOA guidelines) in the Check/Credit Amount field (requires distributor signature). If replacing a unit, enter the unit amount in the unit Replacement Amount field and enter the replacement Model & Serial numbers in section 7. Amana unit credits will be issued at the distributors cost for the replacement unit. Some products with full warranties provide for a cartage allowance, if applicable enter the cartage allowance in the space provided.
- 10 **Section 13. Factory Use Only**; branch of regional service manager use this space to provide authorization and instructions for processing claims outside of standard warranty policy.